



State of California—Health and Human Services Agency  
**Department of Health Services**



**DIANA M. BONTÁ, R.N., Dr. P.H.**  
Director

**GRAY DAVIS**  
Governor

**A MESSAGE FROM THE CALIFORNIA CHILDREN'S  
SERVICES (CCS) PROGRAM**

**NOTICE OF PRIVACY PRACTICES**

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT  
YOU MAY BE USED AND DISCLOSED AND HOW YOU  
CAN GET ACCESS TO THIS INFORMATION.  
PLEASE REVIEW IT CAREFULLY.**

The CCS program must keep information we have about the children we serve private. This includes information about eligibility for CCS and personal medical information. CCS must give this notice to you and tell you how CCS may use and give out or “disclose” information about the children we serve.

**How CCS May Use and Share Information**

The child's name, address, personal information about the child, medical history, medical exam, and medical services provided to children served by CCS will be used and shared mainly for a reason connected with the operation of the CCS program. These reasons include:

- Deciding eligibility for CCS benefits.
- Deciding fees that you may have to pay in order to receive CCS benefits.
- Deciding if the child is eligible for Medi-Cal or Healthy Families and if you have a private health insurance plan.
- **For treatment:** Approving services for a child's exam, treatment, and therapy. CCS may need to approve health care services in advance. To give approval, CCS may receive information from and share it with other people caring for the child to make sure that children get the services they need.
- **For payment:** CCS and the people that work with us receive, review, approve, process, and pay for health care bills from doctors or other health care providers

to pay for services. CCS may share health information with these doctors and other providers, which bill CCS. CCS may send some bills that it receives to other health plans or groups, which may need to pay for services that were given to the child.

- **For health care operations:** CCS may use facts about children's health and health care to make sure that they get high quality health care. CCS may also use this information in audits or fraud investigations of doctors and other health care providers and for planning and managing the CCS program.

## **Other Uses of Children's Health Information**

CCS may also use or give out information about the child's eligibility for CCS and personal medical information for reasons such as:

- Calling or writing you about your child's CCS benefits.
- To people in the child's family to help in treatment or payment for services.
- For legal reasons, such as in response to a court order.
- For research studies that meet all privacy law requirements, such as research about disease prevention.
- To gather information that can no longer be traced back to the child, such as a list of how often various CCS medical problems happen for all CCS children.
- For reasons required by law, which may require sharing of the child's health information.

CCS may give out health information to organizations that help it run this program, such as companies that pay CCS bills. If CCS does this, it will make sure that these organizations protect the privacy of information we share with them.

Some state laws limit the sharing of the information listed above. For example, there are special laws that protect information about HIV/AIDS status, mental health treatment, developmental disabilities, and drug and alcohol abuse care. CCS will obey these laws.

### **NOTE**

IF THE CHILD IS A MEDI-CAL PATIENT, THE LAW MAY NOT ALLOW SHARING SOME OF THE INFORMATION LISTED ABOVE. MEDI-CAL RULES SAY INFORMATION CAN ONLY BE USED OR SHARED FOR REASONS CONNECTED WITH THE OPERATION OF THE MEDI-CAL PROGRAM.

## **When Written Permission Is Needed**

CCS must have written permission from the child's parent, guardian, or minors living on their own before sharing CCS eligibility and health information not discussed above. If you give CCS written permission to use or share your or your child's information for other reasons, you may take back your written permission at any time.

## **Your Privacy Rights**

By law you have the right to:

- See and get a copy of the child's personal medical information, which CCS has.
- Have the child's personal medical information changed if you believe that it is wrong or if information is missing, and CCS agrees. If CCS disagrees, you may have a letter about why you disagree added to the child's personal medical file.
- Get a listing of people who get the child's personal medical information from CCS. This listing will not show when the child's personal medical information was given to the child's parent, guardian, or to children living on their own or when information is shared for treatment, payment, or health care operations.
- Ask CCS to contact you in a different way or in a different place, such as sending materials to you at a Post Office Box instead of your home address.
- Ask CCS to limit how the child's personal medical information is used and given out. However, CCS may not be able to agree to your request.
- You have the right to obtain a paper copy of this Notice of Privacy Practices. This Notice is also available at the CCS Website, [WWW.DHS.CA.GOV/PCFH/CMS/CCS](http://WWW.DHS.CA.GOV/PCFH/CMS/CCS)

### **\*\*\*IMPORTANT\*\*\***

**CCS DOES NOT HAVE COMPLETE COPIES OF CHILDREN'S MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE A CHILD'S MEDICAL RECORDS, PLEASE CONTACT THE CHILD'S DOCTOR OR CLINIC. IF THE CHILD IS IN A MANAGED CARE PLAN, THAT PLAN MAY HAVE INFORMATION ABOUT BILLS PAID. CONTACT THE MANAGED CARE PLAN TO LOOK AT OR GET COPIES OF THESE BILLS.**

## **How To Contact CCS To Use Your Rights**

If you want to use any of the privacy rights explained in this notice, please contact the CCS program in the county where you live. The addresses and phone numbers of county CCS programs are listed at the end of this Notice of Privacy Practices.

## **How to Complain**

If you believe that your or your child's privacy rights have been violated and wish to complain, you may file a complaint by calling or writing:

Privacy Officer  
California Department of Health Services  
P.O. Box 942732  
Sacramento, California 94234-7320  
(916) 255-5259 (Voice) or (877) 735-2929 (TTY/TDD)

Or

Secretary of the U.S. Department of Health and Human Services  
Office of Civil Rights  
Attention: Regional Manager  
50 United Nations Plaza, Room 322  
San Francisco, California 94102  
For additional information, call (800) 368-1019  
or  
U.S. Office of Civil Rights  
(866) 627-7748 (Voice) or (866) 788-4989 (TTY/TDD)

## **No Retaliation**

CCS cannot take away your child's health care benefits or do anything to hurt you in any way if you choose to file a complaint or use any of the privacy rights in this Notice.

## **Effective Date**

This Notice of Privacy Practices goes into effect on April 14, 2003.

## **Changes to the Notice**

CCS must obey the rules of this Notice. However, CCS has the right to make changes in its privacy practices. If CCS makes such changes, this Notice of Privacy Practices will be rewritten and you will be given a new Notice if you are in the CCS program.

To get a copy of this notice in other languages, Braille, large print, audiocassette or computer disk, please call or write the Privacy Officer at the number or address above.

إذا رغبت في الحصول على معلومات بخصوص حقوقك الخصوصية طبقاً لبرنامج CCS برجاء الاتصال بـ  
(Arabic) (916)255 - 5259

Եթե ձեր խորհրդապահության իրավունքների մասին ըստ CCS Program  
ծրագրին՝ տեղեկություններ կցանկանաք, խնդրվում է կապ հաստատել (916)  
255-5259 հեռախոսահամարով: (Armenian)

如果你需要得到 CCS 項目中有關你個人隱私權利的資訊，請致電 (916)  
255-5259 。(廣東話) (Cantonese)

اگر در مورد حقوق محرمانه بودن خود تحت برنامه CCS Program سوالی داشته باشید، لطفاً با شماره تلفن  
(Farsi) 255-5259 (916) تماس بگیرید.

Yog koj xav paub txog koj txoj cai hais txog yus tus kheej *privacy rights* nyob rau  
hauv CCS Program, thov hu rau (916) 255-5259. (Hmong)

ប្រសិនបើលោកអ្នកចង់ទទួលបានព័ត៌មានអំពីសិទ្ធិនៃឯកត្តភាពរបស់អ្នកចំពោះកម្មវិធី CCS, សូមមេត្តាហៅទៅលេខ  
(916) 255-5259. (Khmer/Cambodian)

CCS 프로그램에 적용되는 개인 정보 보호권에 관한 정보를 원하시면 (916)  
255-5259 로 전화 주십시오. (Korean)

要是您希望获取 CCS 项目中有关您个人隐私权利的资料，请致电 (916)  
255-5259 。(Mandarin)

Если Вы хотите получить информацию о Ваших правах на  
неприкосновенность частной жизни в рамках Калифорнийской программы  
медицинской помощи детям (CCS Program), звоните по телефону (916)  
255-5259. (Russian)

Kung nais ninyo ng impormasyon tungkol sa inyong mga karapatan sa kalihiman  
alinsunod sa Programa ng CCS, mangyaring tumawag sa (916) 255-5259.  
(Tagalog)

Nếu quý vị muốn có thông tin về quyền riêng tư của mình theo Chương Trình CCS,  
xin gọi số (916) 255-5259. (Vietnamese)

### County CCS Programs

County	Mailing Address	City	Zip Code	Phone Number
Alameda	1000 Broadway, Suite 500	Oakland	94607	(510) 208-5970
Alpine	75-B Diamond Valley Road	Markleeville	96120-9579	(530) 694-2146
Amador	1003 Broadway, Suite 101	Jackson	95642	(209) 223-6630
Butte	1370 Ridgewood Drive, Suite 22	Chico	95973	(530) 895-6546
Calaveras	891 Mountain Ranch Road	San Andreas	95249-9713	(209) 754-6460
Colusa	251 East Webster Street	Colusa	95932-2951	(530) 458-0380
ContraCosta	597 Center Avenue, Suite 110	Martinez	94553-4669	(925) 313-6100
Del Norte	880 Northcrest Drive	Crescent City	95531-9988	(707) 464-3191
El Dorado	929 Spring Street	Placerville	95667-4543	(530) 621-6128
Fresno	P.O. Box 11867	Fresno	93775-1867	(559) 445-3300
Glenn	240 North Villa Avenue	Willows	95988-2694	(530) 934-6588
Humboldt	317 Second Street	Eureka	95501-0425	(707) 445-6212
Imperial	935 Broadway	El Centro	92243-2396	(760) 482-4434
Inyo	207-A West South Street	Bishop	93514	(760) 873-7868
Kern	1800 Mount Vernon Ave., 2 <sup>nd</sup> Floor	Bakersfield	93306-3302	(661) 868-0531
Kings	330 Campus Drive	Hanford	93230-4375	(559) 584-1401
Lake	922 Bevins Court	Lakeport	95453-9739	(707) 263-1090
Lassen	1445 B Paul Bunyan Road	Susanville	96130	(530) 251-8183
Madera	14215 Road 28	Madera	93638	(559) 675-7893
Marin	555 Northgate Drive, Suite B	San Rafael	94903	(415) 499-6877
Mariposa	P.O. Box 5	Mariposa	95338-0005	(209) 966-3689
Mendocino	1120 South Dora Street	Ukiah	95482-8333	(707) 472-2600
Merced	260 East 15th Street	Merced	95340-6216	(209) 381-1114
Modoc	441 North Main Street	Alturas	96101	(530) 233-6311
Mono	P.O. Box 3329	Mammoth Lakes	93546	(760) 924-1830
Monterey	1441 Constitution Blvd, Building 400, Suite 200	Salinas	93906-3195	(831) 755-5500
Napa	2261 Elm Street, Building G	Napa	94559-3721	(707) 253-4391
Nevada	10433 Willow Valley Road, Suite B	Nevada City	95959-2399	(530) 265-1450
Placer	379 Nevada Street	Auburn	95603	(530) 886-3630
Plumas	P.O. Box 3140	Quincy	95971	(530) 283-6330
Riverside	10769 Hole Avenue, Suite 220	Riverside	92505	(909) 358-5401
San Benito	439 Fourth Street	Hollister	95023	(831) 637-5367
San Bernardino	515 North Arrowhead Avenue	San Bernardino	92415-0062	(909) 388-5810
San Francisco	30 Van Ness Avenue, Suite 210	San Francisco	94102-6082	(415) 575-5700
San Joaquin	2233 Grand Canal Boulevard, Suite 105	Stockton	95207-6657	(209) 953-3600
San Luis Obispo	P.O. Box 1489	San Luis Obispo	93406-1489	(805) 781-5527
Santa Barbara	1111 Chapala Street, Suite 200	Santa Barbara	93101	(805) 681-5360
Santa Clara	720 Empey Way	San Jose	95128-4705	(408) 793-6200
Santa Cruz	P.O. Box 962	Santa Cruz	95061-0962	(831) 763-8900
Shasta	3499 Hiatt Drive	Redding	96033-1204	(530) 225-5760

Sierra	P.O. Box 7	Loyalton	96118	(530) 993-6700
Siskiyou	806 South Main Street	Yreka	96097-3321	(530) 841-4064
Solano	275 Beck Avenue, MS 5-230	Fairfield	94533-4090	(707) 784-8650
Sonoma	625 Fifth Street	Santa Rosa	95404-4428	(707) 565-4500
Stanislaus	P.O. Box 3088	Modesto	95353-3088	(209) 558-7515
Sutter	P.O. Box 1510	Yuba City	95992-1510	(530) 822-7215
Tehama	P.O. Box 400	Red Bluff	96080-0400	(530) 527-6824
Trinity	P.O. Box 1470	Weaverville	96093-1470	(530) 623-1456
Tulare	115 East Tulare Avenue	Tulare	93274-4019	(559) 685-2533
Tuolumne	20111 Cedar Road North	Sonora	95370-5939	(209) 533-7400
Ventura	2323 Knoll Drive	Ventura	93003	(805) 677-5240
Yolo	825 East Street, Suite 302	Woodland	95776	(530) 402-2800
Yuba	6000 Lindhurst Avenue, Suite 601-B	Marysville	95901	(530) 741-6340